

What is claimed is:

1. A portable information processor of remote diagnosis system for diagnosing by exchanging information with a support center system through a communication system comprising:

5 a communication unit for exchanging information with the support center system, and

a function unit housing for incorporating a detachable external unit,

10 wherein when the external unit is an inspection unit for inspecting the inspection object, the communication unit transmits at least one of the inspection data collected by the inspection unit and the analysis data obtained by analyzing the inspection data to the support center system, and receives the diagnosis result based on at least the inspection data and analysis data from the support center system.

15

2. The portable information processor of claim 1,

wherein the communication unit receives the data for inspecting the inspection object by the inspection unit from the support center system.

20

3. The portable information processor of claim 1,

wherein the inspection unit is a unit different in each object of inspection.

25

4. The portable information processor of claim 1,

wherein the inspection unit is a unit corresponding to plural objects of inspection.

5. The portable information processor of claim 1, further comprising:

an input unit for receiving inspection data and analysis data from the inspection unit.

5

6. The portable information processor of claim 1, wherein the function unit housing is provided with a reading device for reading a customer's credit information from any one of

customer's credit card,

10

customer's prepaid card,

customer's cash card,

customer's member card, and

customer's Internet settlement information,

15

the payment settlement information based on the customer's credit information is transmitted to the support center system by the communication unit.

7. The portable information processor of claim 1, wherein the communication unit transmits and receives information to and from the support center system by wireless means.

20

8. The portable information processor of claim 1, wherein the communication unit transmits and receives information to and from the support center system by Internet line.

25

9. A support center system of remote diagnosis system for diagnosing by exchanging information with a portable information processor through a communication system comprising:

00001 6265960

a communication unit for exchanging data with the portable information processor, and

an inspection data diagnosis unit for diagnosing based on at least one of inspection data and analysis data received in the communication unit,

wherein the diagnosis result of the inspection data diagnosis unit is returned to the portable information processor.

10. The support center system of remote diagnosis system of claim 9,

wherein the communication unit transmits the data for inspecting the object to the portable information processor.

11. The support center system of remote diagnosis system of claim 9, further comprising:

an inspector's information memory recording inspector's information including at least the skill level and schedule of inspectors, and

a diagnosis job instruction unit for issuing a diagnosis job instruction to the inspector in charge based on the inspector's information recorded in the inspector's information memory.

12. The support center system of remote diagnosis system of claim 9, further comprising:

a customer's information memory recording customer's information including at least the inspection request and address of customers, and

a diagnosis job instruction unit for issuing a diagnosis job

instruction to the inspector in charge based on the customer's information recorded in the customer's information memory.

13. The support center system of remote diagnosis system of claim 9, further comprising:

a customer's information memory recording customer's information including at least the inspection request and address of customers,

an inspector's information memory recording inspector's information including at least the skill level and schedule of inspectors, and

a diagnosis job instruction unit for issuing a diagnosis job instruction to the inspector in charge based on the customer's information recorded in the customer's information memory and the inspector's information recorded in the inspector's information memory.

14. The support center system of remote diagnosis system of any one of claims 9 to 13, further comprising:

a repairing parts ordering unit for ordering shipment of repairing parts based on the diagnosis result of the inspection data diagnosis unit.

15. The support center system of remote diagnosis system of any one of claims 9 to 13, further comprising:

a payment settling unit for settling the payment in concern with a financial institution based on the charge settlement information sent from the portable information processor.

16. A remote diagnosis method for diagnosing by exchanging information between a support center system and a portable information processor through a communication system comprising the steps of:

5 installing an inspection unit for inspecting an object in a function unit housing of the portable information processor,

transmitting at least one of the inspection data collected by the inspection unit and the analysis data obtained by analyzing the inspection data from the portable information processor to the support  
10 center system, and

returning the diagnosis result based on at least one of the inspection data and analysis data, from the support center system to the portable information processor.

15 17. The remote diagnosis method of claim 16, further comprising a step of:

transmitting the data for inspecting the object of inspection to the portable information processor.

20 18. The remote diagnosis method of claim 16, wherein the inspection unit is a unit different in each object of inspection.

19. The remote diagnosis method of claim 16,  
25 wherein the inspection unit is a unit corresponding to plural objects of inspection.

20. The remote diagnosis method of claim 16, further

comprising the steps of:

installing a reading device in the function unit housing of the portable information processor,

reading the customer credit information of the reading device,

5 transmitting the charge settlement information to the support center system based on the customer credit information being read, and claiming the charge of the corresponding service to the customer based on the received customer credit information by the support center.

10

21. The remote diagnosis method of claim 16, wherein the communication system is a wireless communication system.

15

22. The remote diagnosis method of claim 16, wherein the communication system is an Internet line.

20

23. A diagnosis method of support center system for remote diagnosis by exchanging information with a portable information processor through a communication system comprising the steps of:

diagnosing based on at least one of the inspection data and analysis data received from the portable information processor, and

returning the result of diagnosis to the portable information processor.

25

24. The diagnosis method of support center system of claim 23, further comprising a step of:

transmitting the data for inspecting the object of inspection to

the portable information processor.

25. The diagnosis method of support center system of claim 23, further comprising the steps of:

5 recording inspector's information including at least the skill level and schedule of inspectors, and

issuing a diagnosis job instruction to the inspector in charge based on the recorded inspector's information.

10 26. The diagnosis method of support center system of claim 23, further comprising the steps of:

recording customer's information including at least the inspection request and address of customers, and

15 issuing a diagnosis job instruction to the inspector in charge based on the recorded customer's information.

27. The diagnosis method of support center system of claim 23, further comprising the steps of:

20 recording customer's information including at least the inspection request and address of customers,

recording inspector's information including at least the skill level and schedule of inspectors,

diagnosing based on the inspection data received from the portable information processor, and

25 issuing a diagnosis job instruction to the inspector in charge based on the customer's information, the inspector's information, and the result of diagnosis.

